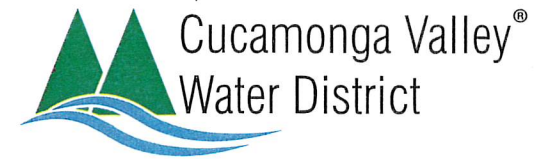
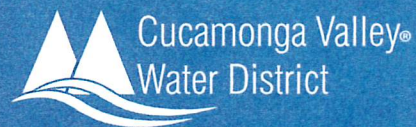
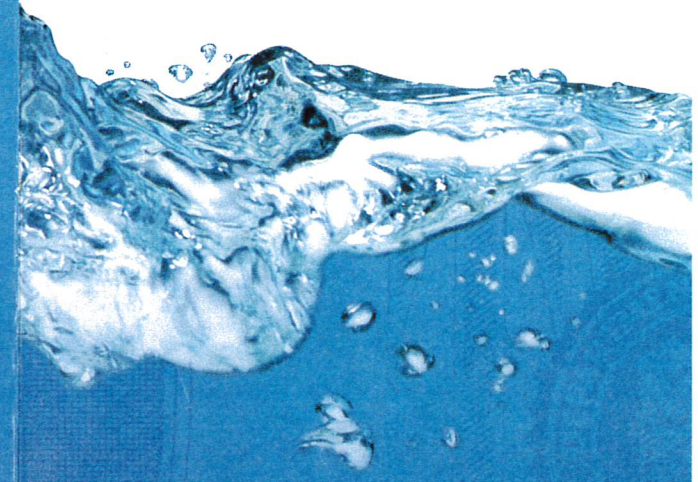


Please complete the form on the backside to enroll in CVWD's EZ-Pay Direct Debit®.



*Service Beyond Expectation*



*Service Beyond Expectation*

10440 Ashford Street  
Rancho Cucamonga, CA 91730

Contact CVWD Customer Service  
**(909) 944-6000**

24-hour automated payment line:  
**(909) 476-7265**

Open Monday - Friday  
**7:30 a.m. – 5:30 p.m.**

# **CUSTOMER BILL PAYMENT OPTIONS**



# Cucamonga Valley<sup>®</sup> Water District

*Service Beyond Expectation*

The Cucamonga Valley Water District offers customers a variety of bill payment options, including receiving your bill electronically, paying your bill online, and having your bill paid automatically. Thanks to technology advancements and our goal to provide *Service Beyond Expectation*, paying your CVWD water (and sewer) bill has never been easier.

### E-Z Pay Direct Debit<sup>®</sup>

E-Z Pay Direct Debit<sup>®</sup> allows you to have your water and sewer bill paid automatically from your checking account. There is no cost for this service. Your account must be in good standing in order to participate. Simply fill out the authorization form and return it along with a voided check to a CVWD Customer Service Representative to get started. *Signature required.*

### Autopay

Autopay allows you to have your water and sewer bill paid automatically from your checking account or through a credit card account. There is no cost for this service. Your account must be in good standing in order to participate. Simply visit our website at [www.cvwdwater.com](http://www.cvwdwater.com) to sign up.

### Customer Assistance Program

The Customer Assistance Program (CAP) assists eligible low-income households with their water utility costs. The CAP follows the Southern California Edison (SCE) and Southern California Gas Company (SCGC) CARE Program requirements; income requirements apply. View program requirements on our website at [www.cvwdwater.com](http://www.cvwdwater.com) or visit our Customer Service counter. This program requires an authorization form and your most recent SCE or SCGC utility statement. *Signature required.*

### E-Billing

CVWD E-Billing is a service that allows you to receive your statement through email. Once set-up you will no longer receive a paper bill. This service is free. Simply call our office and ask one of our Customer Service Representatives to sign you up. It may take up to 30 days to activate E-Billing.

### Level Billing Plan

The Level Billing Plan allows you to budget the cost of your water and sewer service into a fixed amount each billing period. Your level payment amount is based on one year's water consumption and calculated based on the current rate(s). At the end of the year, your statement will indicate any additional amount due or credit to your account. The Level Billing Plan is open to all residential accounts in good standing.



## E-Z Pay Direct Debit<sup>®</sup> Form

Please complete this form to enroll in CVWD's E-Z Pay Direct Debit<sup>®</sup> Program. Return this form to a CVWD Customer Service Representative or mail it in along with a voided check with your next payment.

CVWD Account Number:	
Service Address:	
Customer Name:	
E-mail Address:	
Phone Number:	
Name of Bank:	
Bank Routing Number:	
Checking Account Number:	
Signature:	Date:

*(please attach a voided check)*

**E-Z Pay Direct Debit<sup>®</sup> Authorization Disclaimer:** I hereby authorize the Cucamonga Valley Water District (CVWD) to deduct funds from my account at the financial institution identified on my voided check to pay my water (and sewer) bill. CVWD will initiate a direct debit for the total amount due. I understand the authorization is to remain in effect until CVWD has received notice of termination, which must be at least 15 days in advance of the next scheduled payment. I also understand that CVWD may stop my participation in the service if necessary.

### FOR OFFICE USE ONLY

Date Rec'd	
Utility Bill	
CSR	
Date Processed	